

## **American Water Resources of Maryland – Direct Mail Solicitation**

We have been receiving telephone calls from consumers who have received an advertisement in the mail for a Water Line Protection Plan to provide coverage for breaks in the external water service line from the property line to the house. The following information is provided to address the questions we have been receiving:

### **Is this company affiliated with WSSC or the Rockville City Water Utility?**

No. WSSC has posted a Media Release on its webpage:

<http://www.wsscwater.com/home/jsp/misc/genericNews.faces?pgurl=/Communication/NewsRelease/2012/2012-11-16a.html>

### **What is the coverage for?**

This company is offering a service contract known as an external water service line protection plan. It provides some coverage for repairing leaks or breaks in the external water service line generally from your water utility's connection to the water meter or main shut off valve inside your home.

### **How much coverage is provided?**

Coverage is for up to \$5,000 per occurrence for the cost of repairing your water service line. If it costs more than \$5,000 to make the repair, you will have to pay the difference. If a necessary permit requires a public sidewalk or public road to be cut, excavated and repaired in order to access your water line, the company will pay up to \$5,000 per occurrence to cut, excavate and repair the same section of public sidewalk or public road. The protection limits for water line repairs and road repairs are separate and distinct.

### **Are there any exclusions?**

Yes. Some of the coverage exclusions include the following:

- Repairing anything that occurred before the Effective Date.
- Repairing anything not resulting from normal wear and usage.
- Restoring any gardens, shrubs, trees or structures; or any sidewalks, driveways, roads or other paved surfaces that are not required by permit to be repaired.
- Repairing anything caused by defective materials, such as material that has been the subject of a recall or class action litigation.

### **Who is eligible?**

Coverage is available to you if you own your home, your home is occupied, your home is used for residential purposes only, you are responsible for maintaining your home's water line, and you are not 30 days or more past due on any amount owed to the company or its independent contractors.

### **When does coverage begin?**

The company will pay for covered repairs on or after your Effective Date. The initial term of the Agreement is one year from the Effective Date.

### **Can you hire your own contractor?**

No. The company will not pay any costs incurred, or fix any repairs made, by you or any contractor you hire.